

Please amend the present application as follows:

Claims

The following is a copy of Applicant's claims that identifies language being added with underlining ("___") and language being deleted with strikethrough ("—"), as is applicable:

1. (Currently amended) An e-mail sorting and routing system ~~for e-mail messages generated through a web site operated by a host organization~~, the system comprising:

~~at least one~~ a web server for providing a web-site at which clients generate e-mail messages to ~~the~~ a host organization, the web server being configured to determine the language in which the web-site is written and to append a meta-tag to each e-mail message that identifies that web-site language; and

~~at least one~~ a response server ~~for sorting said~~ configured to sort the e-mail messages by language through reference to the appended meta-tags, ~~wherein said e-mail messages are sorted first by language and then by topic.~~

2. (Currently amended) The system of claim 1, wherein the ~~web site~~ appends meta-tags web server is further configured to determine a topic to which each e-mail message applies and to append a meta-tag to each e-mail message, said meta-tags identifying that identifies that topic ~~a language and topic of that message~~, and wherein ~~said at least one~~ the response server ~~sorts said~~ is further configured to sort the e-mail messages using said through reference to the topic meta-tags, such that each email message is sorted first by language and then by topic.

3. (Currently amended) The system of claim 1, further comprising a global mail box to which all messages generated at ~~said~~ the web-site ~~or web-sites~~ are sent for sorting.

4. (Currently amended) The system of claim 3, wherein ~~said~~ the global mail box operates according to Post Office Protocol 3.

5. (Currently amended) The system of claim 1, further comprising a plurality of language-specific mail boxes into which ~~said~~ the e-mail messages are sorted according to language.

6. (Currently amended) The system of claim ~~5~~ 2, further comprising a plurality of topic-specific mail boxes into which ~~said~~ the e-mail messages are sorted according to topic, ~~each language-specific mail box being associated with a separate~~ corresponding a set of topic-specific mail boxes being associated with each of a plurality of language-specific mail boxes.

7. (Currently amended) The system of claim 6, further comprising a plurality of agent user interfaces, each of which is being associated with a topic-specific mail box, wherein a user qualified as to language and topic uses one of ~~said~~ the interfaces to access messages in the associated topic-specific mail box.

8. (Currently amended) A method ~~of~~ for sorting and routing e-mail messages ~~generated through a web site operated by a host organization at which clients generate e-mail messages to the host organization,~~ the method comprising:

sorting ~~said~~ e-mail messages by language by: determining a language in which a web-site that receives the e-mail messages is written, appending a meta-tag to each e-mail message that identifies the web-site language, and sorting the messages through reference to the language meta-tags; and

subsequently sorting ~~said~~ the e-mail messages by topic by: determining a topic to which each e-mail message applies, appending a meta-tag to each e-mail message that identifies the topic, and sorting the messages through reference to the topic meta-tags.

9. (Canceled)

10. (Currently amended) The method of claim 8, further comprising sending all messages generated at ~~said~~ the web-site ~~or web-sites~~ to a global mail box.

11. (Currently amended) The method of claim 8, wherein ~~said~~ the sorting by language further comprises routing each of ~~said~~ the e-mail messages to one of a plurality of language-specific mail boxes into which ~~said~~ the e-mail messages are sorted according to language.

12. (Currently amended) The method of claim 11, wherein ~~said~~ the sorting by topic further comprises routing each of ~~said~~ the e-mail messages from one of ~~said~~ the language-specific mail boxes to one of a plurality of topic-specific mail boxes into which ~~said~~ the e-mail messages are sorted according to topic, each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes.

13. (Currently amended) The method of claim 12, further comprising accessing and responding to ~~said~~ the e-mail messages in each of ~~said~~ the topic-specific mail boxes.

14. (Currently amended) An e-mail sorting and routing system ~~for e-mail messages generated through a web site operated by a host organization, the system~~ comprising:

means for sorting ~~said~~ e-mail messages by language by: determining a language in which a web-site that receives the e-mail messages is written, appending a meta-tag to each e-mail message that identifies the web-site language, and sorting the messages through reference to the language meta-tags; and

means for subsequently sorting ~~said~~ the e-mail messages by topic by: determining a topic to which each e-mail message applies, appending a meta-tag to each e-mail message that identifies the topic, and sorting the messages through reference to the topic meta-tags.

15. (Canceled)

16. (Currently amended) The system of claim 14, wherein ~~said~~ the means for sorting by language further comprise means for routing each of ~~said~~ the e-mail messages to one of a plurality of language-specific mail boxes into which ~~said~~ the e-mail messages are sorted according to language.

17. (Currently amended) The system of claim 16, wherein ~~said~~ the means for sorting by topic further comprise means for routing each of ~~said~~ the e-mail messages from one of ~~said~~ the language-specific mail boxes to one of a plurality of topic-specific mail boxes into which ~~said~~ the e-mail messages are sorted according to topic, each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes.

18. (Currently amended) Computer-readable instructions recorded in a medium for storing computer-readable instructions, ~~said instructions causing a computer system to sort and route e-mail messages generated through a web site or web sites operated by a host organization at which clients generate e-mail messages to the host organization,~~ the instructions for causing ~~said~~ a computer system to:

sort ~~said~~ e-mail messages by language by: determining a language in which a web-site that receives the e-mail messages is written, appending a meta-tag to each e-mail message that identifies the web-site language, and sorting the messages through reference to the language meta-tags; and

subsequently, sort ~~said~~ the e-mail messages by topic by: determining a topic to which each e-mail message applies, appending a meta-tag to each e-mail message that identifies the topic, and sorting the messages through reference to the topic meta-tags.

19. (Canceled).

20. (Currently amended) The instructions of claim 18, wherein ~~said~~ the instructions further cause ~~said~~ the computer system to route each of ~~said~~ the e-mail

messages to one of a plurality of language-specific mail boxes into which ~~said~~ the e-mail messages are sorted according to language.

21. (Currently amended) The instructions of claim 20, wherein ~~said~~ the instructions further cause ~~said~~ the computer system to route each of ~~said~~ the e-mail messages from each of ~~said~~ the language specific mail boxes to one of a plurality of topic-specific mail boxes into which ~~said~~ the e-mail messages are sorted according to topic, each language-specific mail box being associated with a separate corresponding set of topic-specific mail boxes.

22. (Currently amended) The system of claim 1, wherein ~~the at least one~~ there is a plurality of web servers, each web server being is dedicated to providing a web-site in a ~~particular~~ different language.

23. (Currently amended) The system of claim 1 ~~2~~, wherein a first server sorts ~~said~~ the e-mail messages by language, and a second server sorts language-sorted e-mail messages by topic.

24. (Currently amended) The method of claim 8, wherein sorting ~~said~~ the e-mail messages by language is performed by a first server, and wherein subsequently sorting ~~said~~ the e-mail messages by topic is performed by a second server.

25. (Currently amended) The method of claim 14, wherein the means for sorting ~~said~~ the e-mail messages by language are provided on a first server, and

wherein the means for subsequently sorting ~~said~~ the e-mail messages by topic are provided on a second server.